

LOC Questions and Clarifications Memorandum

To: Solicited Vendors for Letter of Configuration (LOC) Number 42216, dated August 21, 2015 for the Mississippi Department of Information Technology Services (ITS)

From: Craig P. Orgeron, Ph.D.

Date: September 4, 2015

Subject: Responses to Questions Submitted and Clarifications to Specifications

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LOC Number 42216 is hereby amended as follows:

1. Item 4.11 is being added to read: **"State reserves the right to not purchase years two and three of maintenance; however, years two and three pricing must be provided."**
2. Item 5.1 is being amended to read: **"Vendor must propose a fully-loaded fixed price contract that includes all parts and labor, and travel for prime shift (8 A.M. to 5 P.M., Monday through Friday) on-site maintenance support for the equipment in the Revised Cost Information Form, Attachment A-1. Vendor must provide details on what this maintenance includes."**
3. Items 5.6 through 5.15 are hereby deleted.
4. Attachment A Cost Information Form is deleted and replaced with Revised Attachment A-1.
5. Item 12.1 is being amended to read: **"Please use the attached Revised Cost Information Form (Attachment A-1) to provide cost information. Follow the instructions on the form. Incomplete forms will not be processed."**
6. Item 12.2 is being amended to read: **"In addition to providing Revised Cost Information Form and Proposal Exception Summary Form (if applicable), Vendors must submit a proposal in response to this LOC as explained in Item 1. Vendors who do not provide this detail may be eliminated from further consideration."**

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

Question 1: Section 5.1 References a loaded cost for onsite support. InfoBlox does not provide onsite maintenance. InfoBlox Premium maintenance, which is requested in the Attachment A, includes the following:

- 7 x 24 x 365 Support via Toll-Free Hotline, Email and Web Portal
- One Hour Initial Response Time
- Escalation Services
- Software Revisions, Patches, Minor and Major Revisions
- Hardware replacement based on what is called “Advanced Exchange” which is a Next Business Day (where available) replacement.

Given that InfoBlox Premium maintenance is the highest level of coverage that InfoBlox offers, is ITS willing to accept this coverage or are they requesting the Vendor come onsite to fix issues with any failed parts?

Response: Yes, ITS will accept the coverage. ITS currently has Premium maintenance.

Question 2: Section 5.5 requests that ITS be able to Add/Delete items from maintenance on a monthly basis. Infoblox requires payment for 1 year maintenance at a time and a credit can be issued if an Infoblox Appliance or software is being trade-in. Can this itemed be altered/deleted as adding and deleting items for credit leaves vendors responding responsible for fees outside of their control?

Response: This should not be an issue. When ITS purchases equipment, maintenance is also purchased to be co-terminus with existing equipment on the Contract.

Question 3: Section 5.6 requests Pro Active maintenance be a responsibility of the Vendor. Is the request for the vendor to supply a maintenance contract with additional services that what is offered from InfoBlox Premium support?

Response: No. ITS is not requesting any vendor support outside of what is included in Premium maintenance. Refer to Clarification Number two and Clarification Number three above.

Question 4: Section 5.7 request for four (4) hours response times on components. InfoBlox does not offer a four (4) hours response time for components, given their HA design. Does ITS request that vendors stock spares or is the InfoBlox Premium support sufficient?

Response: No. Refer to Clarification Number two and Clarification Number three above.

Question 5: Section 5.8 request for routine services and lists per hour penalties for loaner/replacement items not repaired or replaced. Is ITS requesting an additional maintenance contract outside what is covered under InfoBlox Premium support?

Response: No. Refer to Clarification Number two and Clarification Number three above.

Question 6: Section 5.9 Is ITS requesting an additional maintenance contract outside what is covered under InfoBlox Premium support listed in the Attachment A?

Response: **No. Refer to Clarification Number two and Clarification Number three above.**

Question 7: Section 5.10 - 5.15 Is ITS requesting an additional maintenance contract outside what is covered under InfoBlox Premium support listed in the Attachment A?

Response: **No. Refer to Clarification Number two and Clarification Number three above.**

LOC responses are due Friday, September 11, 2015, at 3:00 p.m. (Central Time). If you have any questions concerning the information above or if we can be of further assistance, please contact Jill Chastant at 601-432-8214 or via email at jill.chastant@its.ms.gov.

cc: ITS Project File Number 42216

Attachment: Attachment A-1 Revised Cost Information Form